

**RECEIVED
CENTRAL FAX CENTER**

JUN 01 2005

Atty Docket No. 020375-006600US

PTO FAX NO.: (703) 872-9306

ATTENTION: Examiner Michael C. Maskulinski

Group Art Unit 2113

OFFICIAL COMMUNICATION
FOR THE PERSONAL ATTENTION OF
EXAMINER Michael C. Maskulinski

CERTIFICATION OF FACSIMILE TRANSMISSION

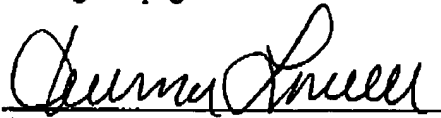
I hereby certify that the following documents in re Application of Mark Tonack, Application No. 10/081,167, filed February 22, 2002 for MAINTENANCE REQUEST SYSTEMS AND METHODS are being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Documents Attached

1. Transmittal Form (1 page); and
2. Amendment (10 pages).

Number of pages being transmitted, including this page: 12

Dated: June 1, 2005


Aurora Lowell, Assistant to
Irvin E. Branch, Reg. No. 42,358

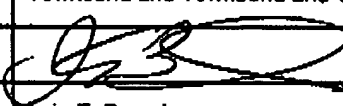
**PLEASE CONFIRM RECEIPT OF THIS PAPER BY
RETURN FACSIMILE AT (415) 576-0300**

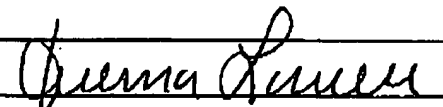
TOWNSEND and TOWNSEND and CREW LLP
Two Embarcadero Center, Eighth Floor
San Francisco, CA 94111-3834
Telephone: 303-571-4000
Fax: 303-571-4321

60505131 v1

PTO/SB/21 (09-04)

TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	10/081,167	
	Filing Date	February 22, 2002	
	First Named Inventor	Tonack, Mark	
	Art Unit	2113	
	Examiner Name	Michael C. Maskulinski	
Total Number of Pages In This Submission	1	Attorney Docket Number	020375-006600US

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Reply to Missing Parts/ Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input type="checkbox"/> After Allowance Communication to TC <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) (please identify below):
Remarks The Commissioner is authorized to charge any additional fees to Deposit Account 20-1430.		
SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT		
Firm Name	Townsend and Townsend and Crew LLP	
Signature		
Printed name	Irvin E. Branch	
Date	June 1, 2005	Reg. No. 42,358

CERTIFICATE OF TRANSMISSION/MAILING		
I hereby certify that this correspondence is being facsimile transmitted to the Patent and Trademark Office, Fax No. (703) 872-9306 on June 1, 2005.		
Signature		
Typed or printed name	Aurora Lowell	Date June 1, 2005

60505129 v1

JUN. 1. 2005 3:21PM

TOWNSEND & TOWNSEND

NO. 5676 P. 3

I hereby certify that this correspondence is being facsimile
transmitted to the United States Patent and Trademark Office,
Fax No. 1-703-872-9306 on June 1, 2005

PATENT
Attorney Docket No.: 020375-006600

TOWNSEND and TOWNSEND and CREW LLP

By *Aurora Lowell*
Aurora Lowell

**RECEIVED
CENTRAL FAX CENTER**

JUN 01 2005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Mark Tonack

Application No.: 10/081,167

Filed: February 22, 2002

For: MAINTENANCE REQUEST
SYSTEMS AND METHODS

Customer No.: 20350

Confirmation No. 8437

Examiner: Michael C. Maskulinski

Technology Center/Art Unit: 2113

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed March 2, 2005, please enter the following
amendments and remarks:

A Listing of Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 8 of this paper.